

REPUBLIC OF THE PHILIPPINES

TANZA WATER DISTRICT

Citizen's Charter



Republic of the Philippines

TANZA WATER DISTRICT

A. Soriano Highway, Tanza, Cavite

(046) 505 2906 / 484 8090 / 695 5436 / 484 1813 to 14

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VISION

The TANZA WATER DISTRICT envisions itself as a service oriented, socially responsible institution, committed to ensure sufficient supply of water is available to the community by properly utilizing and preserving its water resources, improving and developing its facilities, through its professional and dedicated workforce, thereby delivering effective and efficient public service to all.

MISSION

The TANZA WATER DISTRICT is committed to provide adequate, safe, potable and affordable water to the full satisfaction of all the people of the town of Tanza, Cavite.

BOARD RESOLUTION



Republic of the Philippines
TANZA WATER DISTRICT
A.Soriano Highway, Tanza, Cavite 4108
Tel. No. (046) 484-1814 / 505-2906

EXCERPTS FROM THE MINUTES OF THE REGULAR MEETING OF THE BOARD OF DIRECTORS, TANZA WATER DISTRICT (TWD), HELD AT THE TWD CONFERENCE ROOM, TANZA, CAVITE ON OCTOBER 27, 2009

RESOLUTION NO. 39- 2009

**APPROVAL FOR THE IMPLEMENTATION OF REPUBLIC ACT NO. 9485
(ANTI-RED TAPE ACT OF 2007)**

WHEREAS, the Tanza Water District (TWD), a government owned and controlled corporation and being governed to implement rules and regulations which was promulgated by the Civil Service Commission (CSC);

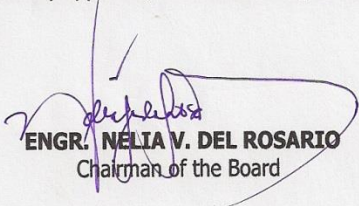
WHEREAS, Administrative Order No. 241 was issued to expedite implementation of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007;

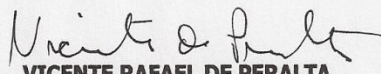
WHEREFORE, the Office of the President had issued Administrative Order No. 241-A under Memorandum Circular no. 16, s. 2008 to further speed up the enforcement of Republic Act no. 9485;

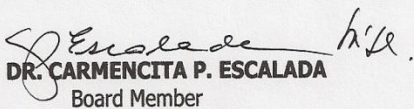
RESOLVE, AS IT IS HEREBY RESOLVED, that the Board of Directors, Tanza Water District, approves the implementation of Republic Act no. 9485 (Anti-Red Tape Act of 2007) under Memorandum Circular no. 16, s. 2008 to assure effective communication & services as well;

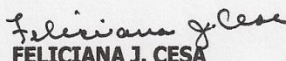
RESOLVED FURTHER, that copies of this resolution be furnished agencies concerned for its information and guidance;

Unanimously approved, **October 27, 2009.**


ENGR. NELIA V. DEL ROSARIO
Chairman of the Board


VICENTE RAFAEL DE PERALTA
Board Member


DR. CARMENCITA P. ESCALADA
Board Member


FELICIANA J. CESA
Board Member

PERFORMANCE PLEDGE

Disiplina'y aming paiiralin, sa lahat ng oras tungkulin aming tutupdin.

Agarang aksyon aming hatid, anumang impormasyon ipababatid.

Lingkod bayan kaming maituturing, kaya't serbisyo publiko aming uunahin.

Organisadong pamamaraan isasakatuparan, upang inyong "requests" mabilis maaksyunan.

Yan ang aming panata sa sambayanan, taos pusong paglilingkod laging maaasahan.

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:



Accomplish our feedback form available at the Public Assistance Counter and at the Cashier's Area and drop it in the box provided.



Send your feedback through e-mail (tanza_wd@yahoo.com) or call us at (046) 505 2906; 484 8090; 695 5436; 484 1813 to 14.



Talk to our Customer Service Assistants.

If you are not satisfied with our services, your written / verbal complaint shall be immediately be acted upon by our Customer Service Assistants at the Public Assistance Counter.

Thank you for helping us continuously improve our services.

WATER BILL PAYMENTS

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

TWD Concessionaires

What Are the Requirements:

Statement of Account

Duration:

4 minutes
5 minutes – if client does not have Statement of Account

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present the statement of account	Find the corresponding preprinted office file and official receipt.	30 seconds	Administration Services Aide		
1a	If the client does not have statement of account	Browse through the accounts master file in the system to get the corresponding account number then proceed to step 1.	30 seconds	Administration Services Aide		
2	Wait to be called by the	Forward the statement of account together with the preprinted office file and official receipt to the cashier.	30 seconds	Administration Services Aide		
3	Proceed to the counter when called	Process payment and issue official receipt.	1 minute	Cashier		
4	Count the change before leaving the counter		30 seconds			
END OF TRANSACTION						

SERVICE CONNECTION APPLICATION

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

General Public (at least 18 years old)

Duration:

24 minutes

What Are the Requirements:

- Fully accomplished application form
- Photocopy of any valid ID
- Photocopy of proof of billing (Meralco bill, credit card bill, telephone bill etc.)
- Certification of the developer (for Buensuceso, Arveemar, Hauskon and Summercrest applicants)

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register in the Visitor's Logbook	Issues application form.	2 minutes	Customer Service Aide		
2		Gives orientation on the process of water service application.	10 minutes	Customer Service Aide		
3	Fill-out the application form	Explain areas to be filled up.	2 minutes	Customer Service Aide		
4	Submit the fully accomplished application form with necessary requirements	Screen the application form and the requirements.	3 minutes	Customer Service Aide		
5		Advise applicant to pay the service connection fee to the cashier.	1 minute	Customer Service Aide		
6	Pay to the Cashier	Process payment and issue Official Receipt.	3 minutes	Cashier	P3,000.00	
7		Forward the service application form to Commercial Section.	1 minute	Cashier		
8	Go back to Customer Service and present the O.R.	Inform the applicant on the tentative schedule of the inspection.	3 minutes	Customer Service Aide		
END OF TRANSACTION						

PURCHASE OF MATERIALS

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

What Are the Requirements:

Material Slip issued by TWD inspector

Who May Avail of the Service:

TWD Concessionaires and New Service Applicants

Duration:

27 minutes

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present the material slip	Issues application form.	2 minutes	Customer Service Aide		
2		Gives orientation on the process of water service application.	10 minutes	Customer Service Aide		
3	Fill-out the application form	Explain areas to be filled up.	2 minutes	Customer Service Aide		
4	Submit the fully accomplished application form with necessary requirements	Screen the application form and the requirements.	3 minutes	Customer Service Aide		
5		Advise applicant to pay the service connection fee to the cashier.	1 minute	Customer Service Aide		
6	Pay to the Cashier	Process payment and issue Official Receipt.	3 minutes	Cashier	P3,000.00	
7		Forward the service application form to Commercial Section.	1 minute	Cashier		
8	Go back to Customer Service and present the O.R.	Inform the applicant on the tentative schedule of the inspection.	3 minutes	Customer Service Aide		
9						
END OF TRANSACTION						

REQUEST FOR RECONNECTION

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

TWD Concessionaires

What Are the Requirements:

Valid ID

If the request is filed through a representative, an authorization letter and one (1) valid ID of the representative

Duration:

13 minutes

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Proceed to the Customer Service Area, register in the visitor's logbook		30 seconds			
2	Inquire on the process of reconnection	Explain the process of reconnection.	2 minutes	Customer Service Aide		
3	Fills-out service request form	Receive the fully accomplished form.	3 minutes	Customer Service Aide		Service Request Form
4		Print the customer's ledger and forward it to the cashier for payment.*	1 minute	Customer Service Aide		
5	Proceed to the Cashier and settle the outstanding bill plus the reconnection fee	Process payment and issue Official Receipt.	2 minute	Cashier	Php 200.00	
6		Print the reconnection slip and forward it to the Commercial Section.	1 minute	Cashier	Php 3,000.00	
7	Go back to Customer Service and present the validated water bill and O.R.	Inform the applicant on the tentative schedule of the reconnection.	3 minutes	Customer Service Aide		
END OF TRANSACTION						
* This is done if the account is considered dormant (2 months or more)						

REQUEST FOR METER TRANSFER

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

TWD Concessionaires

What Are the Requirements:

One (1) Valid ID
If the request is filed through a representative, an authorization letter and one (1) valid ID of the representative

Duration:

15 minutes

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register in the Visitor's Logbook		1 minute			
2	Inquire on the process of meter transfer	Explain the process of reconnection.	3 minutes	Customer Service Aide		
3	Fills-out service request form	Receive the fully accomplished form.	3 minutes	Customer Service Aide		Service Request Form
4	Sign the SRF.		1 minute	Customer Service Aide		
5		Advise the client to pay the transfer fee to the Cashier.	1 minute	Customer Service Aide		
6		Forward the SRF to the Cashier for payment.	1 minute	Customer Service Aide	Php 200.00	
7	Pay to the Cashier	Process payment and issue Official Receipt.	2 minutes	Cashier		
8		Forward the SRF to the Commercial Section.	1 minute	Cashier		
9	Go back to the Customer Service and present the O.R.	Inform the client on schedule of the meter transfer.	2 minutes	Customer Service Aide		
END OF TRANSACTION						

REQUEST FOR METER SAFEKEEPING (VOLUNTARY DISCONNECTION)

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

TWD Concessionaires

What Are the Requirements:

One (1) Valid ID
If the request is filed through a representative, an authorization letter and one (1) valid ID of the representative

Duration:

15 minutes

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register in the Visitor's Logbook		1 minute			
2	Inquire on the process of meter safekeeping	Explain the process of meter safekeeping (voluntary disconnection).	2 minutes	Customer Service Aide		
3		Prepare the Service Request Form (SRF).	3 minutes	Customer Service Aide		Service Request Form
4	Sign the SRF.		1 minute	Customer Service Aide		
5		Advise the client to wait for his final bill within one month and settle it immediately.*	2 minutes	Customer Service Aide		
6	Once the final bill is received, come back to finalize the process.	Forward the customer ledger to the Cashier indicating the amount to be paid.	2 minutes	Customer Service Aide		
7	Pay to the Cashier	Process payment and issue Official Receipt.	3 minutes	Cashier		
8	Go back to Customer Service and present the O.R.	Inform the applicant on the tentative schedule of the disconnection.	3 minutes	Customer Service Aide		

END OF TRANSACTION

*This is done to cover the remaining unbilled consumption and that by the time comes the client wishes to have his account reconnected, he only needs to settle the reconnection fee of P200.00.

REQUEST FOR METER CALIBRATION

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

TWD Concessionaires

What Are the Requirements:

One (1) Valid ID
If the request is filed through a representative, an authorization letter and one (1) valid ID of the representative

Duration:

15 minutes

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register in the Visitor's Logbook		1 minute			
2	Inquire on the process of meter calibration	Explain the process of meter calibration.	3 minutes	Customer Service Aide		
3		Prepare the Service Request Form (SRF).	3 minutes	Customer Service Aide		Service Request Form
4	Sign the SRF.		1 minute	Customer Service Aide		
5		Advise the client to pay the calibration fee to the Cashier.	1 minute	Customer Service Aide		
6		Forward the SRF to the Cashier for payment.	1 minute	Customer Service Aide		
7	Pay to the Cashier	Process payment and issue Official Receipt.	2 minutes	Cashier		
8		Forward the SRF to the Commercial Section.	1 minute			
9	Go back to Customer Service and present the O.R.	Inform the client on the schedule of the calibration.	2 minutes	Customer Service Aide		
END OF TRANSACTION						

REQUEST FOR PARTIAL PAYMENT

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

TWD Concessionaires

What Are the Requirements:

One (1) Valid ID
If the request is filed through a representative, an authorization letter and one (1) valid ID of the representative

Duration:

30 minutes

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register in the Visitor's Logbook		1 minute			
2	State the intention of requesting partial payment of why the need for such.	Evaluate concessionaire's account. If in good standing, compromise the terms of payment with the client. If not, inform the client the reason of disapproval.	10 minutes	Customer Service Aide		
3		If the client is qualified, prepare the Promissory Note (PN), explain the payment terms to the client once again.	5 to 10 minutes	Customer Service Aide		Service Request Form
4	Sign the SRF.	Forward the PN to the Head of the Commercial section.	1 minute	Customer Service Aide		
5		Check and sign the PN.	2 minutes	Head, Commercial section		
6		Reproduce the PN (1 for the client, 1 for the Commercial Section, 1 for the Cashier).	2 minutes	Customer Service Aide		
7		Forward a copy to the Cashier and advice client to proceed to the cashier.	1 minute	Cashier		
8	Pay the agreed amount to the Cashier	Process payment and issue official receipt.	2 minutes			
9	Count the change before leaving the counter	Note the date, amount paid, and OR # to the PN.	1 minute	Cashier		
END OF TRANSACTION						

REQUEST FOR CHANGE OF ACCOUNT NAME

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

TWD Concessionaires

What Are the Requirements:

One (1) Valid ID
If the request is filed through a representative, an authorization letter and one (1) valid ID of the representative

Duration:

14 minutes

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register in the Visitor's Logbook		1 minute			
2	Inquire on the process of change of account name	Explain the process of change of account name.	3 minutes	Customer Service Aide		
3		Prepare the Service Request Form (SRF).	3 minutes	Customer Service Aide		Service Request Form
4	Sign the SRF.		1 minute	Customer Service Aide		
5		Advise the client to pay the fee for the change of account name to the Cashier.	1 minute	Customer Service Aide		
6		Forward the SRF to the Cashier for payment.	1 minute	Customer Service Aide		
7	Pay to the Cashier	Process payment and issue Official Receipt.	2 minutes	Cashier	Php20.00	
8		Forward the SRF to the Commercial Section.	1 minute	Cashier		
9	Go back to Customer Service and present the O.R.	Inform the client on the effectivity of the said request.	1 minute	Customer Service Aide		
END OF TRANSACTION						

REQUEST FOR REFUND ON SERVICE CONNECTION FEE

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

TWD Concessionaires

Duration:

14 minutes

What Are the Requirements:

- One (1) Valid ID
- Official Receipt
- Letter of Intent
- If the request is filed through a representative, an authorization letter and one (1) valid ID of the representative

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register in the Visitor's Logbook		1 minute			
2	State the intention of requesting for a refund of the paid service connection fee which is not yet installed	Ask for the requirements. Prepare the Refund Authorization Form (RAF)	5 minutes	Customer Service Aide		Refund Authorization Form
3	Sign the RAF.	Forward the RAF to the Head of Commercial Section	1 minute	Customer Service Aide		
4		Advise the client to come back after two (2) days to claim the check.	1 minute	Customer Service Aide		
5		Sign the RAF for approval.	5 minutes	Head, Commercial Section		
6		Forward the RAF to the Accounting Section	1 minute	Customer Service Aide		
7		Process the RAF, prepare voucher and check	7 minutes	Accounting Processor		
8	After two (2) days, come back to claim the refund. Proceed to the Customer Service Area, register in the visitor's logbook	Accompany client to the Accounting Office.	1 minute	Customer Service Aide		
9	Present valid ID	Let the client sign in the logbook, verify ID presented	2 minutes	Accounting Processor		
10	Sign the check voucher	Hand the check and explain how to encash the said check	2 minutes	Accounting Processor		
END OF TRANSACTION						

REQUEST FOR REFUND ON CALIBRATION AND TRANSFER FEE

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

TWD Concessionaires

Duration:

14 minutes

What Are the Requirements:

- One (1) Valid ID
- Official Receipt
- If the request is filed through a representative, an authorization letter and one (1) valid ID of the representative

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register in the Visitor's Logbook		1 minute			
2	State the intention of requesting for a refund of the paid calibration or transfer fee which is not yet installed	Ask for the requirements. Prepare the Refund Authorization Form (RAF).	5 minutes	Customer Service Aide		Refund Authorization Form
3	Sign the RAF.	Forward the RAF to the Head of Commercial Section.	1 minute	Customer Service Aide		
4	Wait to be called.	Forward the RAF to the Accounting Section.	1 minute	Customer Service Aide		
5		Process the RAF, prepare voucher and cash.	7 minutes	Accounting Processor		
6	Proceed to the Accounting Office when called	Accompany client to the Accounting Office.	1 minute	Customer Service Aide		
7	Present valid ID.	Let the client sign in the logbook, verify ID presented.	2 minutes	Accounting Processor		
8	Sign the voucher	Hand the cash and have the voucher signed by the concessionaire.	2 minutes	Accounting Processor		
END OF TRANSACTION						

RESPONSE TO INQUIRIES (Walk-in)

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

General Public

What Are the Requirements:

None

Duration:

6 to 16 minutes

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Register in the Visitor's Logbook		1 minute			
2	Inquire matters which may include but not limited to: a) High consumption b) Dirty water c) Low consumption d) Power cost adjustment (PCA) e) Low pressure f) Reread g) No water h) Change meter i) Stolen meter j) Others	Reply to simple queries/or coordinate with concerned sections.	5 to 10 minutes	Customer Service Aide		
END OF TRANSACTION						

RESPONSE TO INQUIRIES via PHONE CALL DURING OFFICE HOURS

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

Who May Avail of the Service:

General Public

What Are the Requirements:

None

Duration:

5 minutes

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Request for assistance via phone	Get account data of caller and details of request, and fill-out Service Request Form.	2 minute	Customer Service Aide		Service Request Form (SRF)
2		Reply to simple queries.	5 to 10 minutes	Customer Service Aide		
END OF TRANSACTION						

RESPONSE TO INQUIRIES via PHONE CALL AFTER OFFICE HOURS AND DURING HOLIDAYS

Schedule of Availability of Service:

24 hours a day / 7 days a week

Who May Avail of the Service:

General Public

What Are the Requirements:

None

Duration:

7 minutes to 2 hours

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Request for assistance via phone	Get account data of caller and details of request, and fill-out Service Request Form.	2 minutes	Pump Operator on duty		Service Request Form (SRF)
2		Reply to simple queries. If query is regarding client's billing account, simply request caller to call the next working day.	2 to 5 minutes	Pump Operator on duty		
3		If required assistance is complex such as leak repair, visit the reported area and do the necessary action.	10 minutes to 2 hours	Pump Operator on duty		
4		Complete the service request form and include the nature of the action taken.	2 minutes	Pump Operator on duty		
5	Sign the service request form to acknowledge the action done.		1 minute			
END OF TRANSACTION						

REQUEST FOR AIDE ON WATER SYSTEMS INTERRUPTION (Walk-in)

Schedule of Availability of Service:

Monday – Friday
8:00 am - 5:00 pm without noon break

What Are the Requirements:

Statement of Account (SA) / (Details of Account)

Who May Avail of the Service:

TWD Concessionaires

Duration:

51.5 minutes to 3 hours

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Proceed to Customer Service Division and inform the front liner (CSA) on duty of the complaint.	Acknowledge the complaint and get the account details of the concessionaire as per SA presented, if no SA is presented proceed to 1(a).	2 minutes	Front liner/ Customer Service Aide (CSA)		Service Request Form (SRF)
1a		For clients with no statement of account, browse through the accounts master file in the system to get the corresponding account details.	30 seconds	Customer Service Assistant (CSA)		Service Request Form (SRF)
2		Accomplish the SRF and log it in the work order summary	1 minute	Service Assistant (CSA)		Service Request Form (SRF)
3		Endorse the SRF to Operations Division	30 seconds	Customer Service Assistant (CSA)		Service Request Form (SRF)
4		Proceed to the site. Inspect the possible cause of the complaint which may be due to: a) Closed valve of concessionaire b) Damaged control system on pump station c) Power loss due to brownout d) Leak on water pipes	15 to 30 minutes	Inspector/Pump Operator		Service Request Form (SRF)
4a		If action/s taken did not resolved the problem, monitoring of the pump stations' pumping efficiency must be done. Determine the actual cause and the appropriate solution/s to be done.*	30 minutes to 2 hours	Senior Water Resources Facilities Operator - A		
5	Sign the SRF to acknowledge the service rendered.	Complete the service request form by writing down the nature of the action taken and by affixing signature.	2 minutes	Inspector/Pump Operator		Service Request Form (SRF)
6			1 minute	Inspector		Service Request Form (SRF)
7		Note the completed SRF on the Summary of Work Orders.	1 minute	Customer Service Assistant (CSA)		Service Request Form (SRF)
END OF TRANSACTION						
*Further inspection may be necessary that would probably be done for a minimum of 24 hours.						

REQUEST FOR AIDE ON WATER SYSTEMS INTERRUPTION via PHONE CALL DURING OFFICE HOURS

Schedule of Availability of Service:

Monday – Friday
8:00 am – 5:00 pm without noon break

What Are the Requirements:

None

Duration:

53 minutes to 3 hours

Who May Avail of the Service:

TWD Concessionaires

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Request for assistance via phone	Get account data of caller and details of request, and fill-out Service Request Form.	30 seconds	Customer Service Aide (CSA)		Service Request Form (SRF)
1a		For clients with no statement of account, browse through the accounts master file in the system to get the corresponding account details.	30 seconds	Customer Service Assistant (CSA)		Service Request Form (SRF)
2		Accomplish the SRF and log it in the work order summary	1 minute	Service Assistant (CSA)		Service Request Form (SRF)
3		Endorse the SRF to Operations Division	30 seconds	Customer Service Assistant (CSA)		Service Request Form (SRF)
4		Proceed to the site. Inspect the possible cause of the complaint which may be due to: a) Closed valve of concessionaire b) Damaged control system on pump station c) Power loss due to brownout d) Leak on water pipes	15 to 30 minutes	Inspector/Pump Operator		Service Request Form (SRF)
4a		If action/s taken did not resolved the problem, monitoring of the pump stations' pumping efficiency must be done. Determine the actual cause and the appropriate solution/s to be done.*	30 minutes to 2 hours	Senior Water Resources Facilities Operator - A		
5	Sign the SRF to acknowledge the service rendered.	Complete the service request form by writing down the nature of the action taken and by affixing signature.	2 minutes	Inspector/Pump Operator		Service Request Form (SRF)
6		Return to CSA and report the result of the inspection.	1 minute	Inspector		Service Request Form (SRF)
7		Note the completed SRF on the Summary of Work Orders.	1 minute	Customer Service Assistant (CSA)		Service Request Form (SRF)
END OF TRANSACTION						
*Further inspection may be necessary that would probably be done for a minimum of 24 hours.						

REQUEST FOR AIDE ON WATER SYSTEMS INTERRUPTION via PHONE CALL AFTER OFFICE HOURS AND DURING HOLIDAYS

Schedule of Availability of Service:

24 hours a day / 7 days a week

Who May Avail of the Service:

TWD Concessionaires

What Are the Requirements:

None

Duration:

51 minutes to 3 hours

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Request for assistance via phone	Get account data of caller and details of request, and fill-out Service Request Form.	2 minutes	Pump Operator on duty		Service Request Form (SRF)
2		Accomplish the SRF.	1 minute	Pump Operator on duty		Service Request Form (SRF)
3		Proceed to the site. Inspect the possible cause of the complaint which may be due to: a) Closed valve of concessionaire b) Damaged control system on pump station c) Power loss due to brownout d) Leak on water pipes	15 to 30 minutes	Pump Operator on duty		Service Request Form (SRF)
3a		If action/s taken did not resolved the problem, monitoring of the pump stations' pumping efficiency must be done. Determine the actual cause and the appropriate solution/s to be done.*	30 minutes to 2 hours	Pump Operator on duty / Senior Water Resources Facilities Operator - A		
4	Sign the SRF to acknowledge the service rendered.	Complete the service request form by writing down the nature of the action taken and by affixing signature.	2 minutes	Inspector/Pump Operator		Service Request Form (SRF)
5		File the completed SRF on the Summary of Work Orders under the Operation Division	1 minute	Inspector/Pump Operator		Service Request Form (SRF)
END OF TRANSACTION						
*Further inspection may be necessary that would probably be done for a minimum of 24 hours.						

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

☐

Compliment

☐

Complaint

☐

Suggestion

Person(s) / Unit / Concerned or Involved : _____

Facts or Details Surrounding the Incident:

Please use additional sheet if necessary

Recommendation(s) / Suggestion (s) / Desired Action from our Office

Please use additional sheet if necessary

Name (Optional):

Address:

Contact Number(s) (if any):

E-mail Address (if any):

Signature

Date:

Thank you for your feedback. Rest assured that any information you have given us will be treated with utmost confidentiality.